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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/648,103	08/26/2003	Mark D. Schoenhals	15010-01010	3164
32054	7590	02/17/2009	EXAMINER	
Tina M. Lessani			MORAN, RANDAL D	
Lessani & Lessani LLP			ART UNIT	
163 Cypress Point Road			PAPER NUMBER	
Half Bay Moon, CA 94019			2435	
			MAIL DATE	DELIVERY MODE
			02/17/2009	PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Interview Summary	Application No.		Applicant(s)	
	10/648,103		SCHOENHALS, MARK D.	
	Examiner		Art Unit	
	RANDAL D. MORAN		2435	

All participants (applicant, applicant's representative, PTO personnel):

(1) TINA LESSANI.

(3) RANDAL D. MORAN.

(2) MARK SCHOENHALS.

(4) ____.

Date of Interview: 12 February 2009.

Type: a) ☒ Telephonic b) ☐ Video Conference
c) ☐ Personal (copy given to: 1) ☐ applicant 2) ☐ applicant's representative

Exhibit shown or demonstration conducted: d) ☐ Yes e) ☒ No.
If Yes, brief description: ____.

Claim(s) discussed: 1, 19, and 23.

Identification of prior art discussed: Dutton and Graham.

Agreement with respect to the claims f) ☐ was reached. g) ☐ was not reached. h) ☒ N/A.

Substance of Interview including description of the general nature of what was agreed to if an agreement was reached, or any other comments: Applicant discussed an overview of the invention. Further discussed the claims with respect to the previously cited ar. Applicant presented arguments the neither Graham nor Dutton discloses correlating a user's use of a website with a subsequent, independent call to a customer service agent using a unique ID that is visibly displayed to a user in the website.

(A fuller description, if necessary, and a copy of the amendments which the examiner agreed would render the claims allowable, if available, must be attached. Also, where no copy of the amendments that would render the claims allowable is available, a summary thereof must be attached.)

THE FORMAL WRITTEN REPLY TO THE LAST OFFICE ACTION MUST INCLUDE THE SUBSTANCE OF THE INTERVIEW. (See MPEP Section 713.04). If a reply to the last Office action has already been filed, APPLICANT IS GIVEN A NON-EXTENDABLE PERIOD OF THE LONGER OF ONE MONTH OR THIRTY DAYS FROM THIS INTERVIEW DATE, OR THE MAILING DATE OF THIS INTERVIEW SUMMARY FORM, WHICHEVER IS LATER, TO FILE A STATEMENT OF THE SUBSTANCE OF THE INTERVIEW. See Summary of Record of Interview requirements on reverse side or on attached sheet.

/R. D. M./
Examiner, Art Unit 2435